

Your Health Plan Choices

	Blue Cross of California	Community Health Group	Health Net of California	Kaiser Permanente	Sharp Health Plan Sharp Advantage	Universal Care
Standard Benefits	Medi-Cal covered services	Medi-Cal covered services	Medi-Cal covered services	Medi-Cal covered services	Medi-Cal covered services	Medi-Cal covered services
Plan Network Hospitals* *Call your provider about using other locations in an emergency.	Children's Hospital & Health Center Fallbrook Hospital Mercy Hospital & Medical Center Palomar Medical Center Paradise Valley Hospital Pomerado Hospital Scripps-Chula Vista Hospital Scripps Clinic-Green Hospital Scripps-Encinitas Hospital Scripps-La Jolla Hospital Sharp-Chula Vista Medical Center Sharp-Coronado Hospital Sharp-Grossmont Hospital Sharp-Mary Birch Hospital for Women Sharp Memorial Hospital UCSD Medical Center - Hillcrest University Community Medical Ctr.	Alvarado Hospital & Medical Center Children's Hospital & Health Center Fallbrook Hospital Mercy Hospital & Medical Center Palomar Medical Center Paradise Valley Hospital Pomerado Hospital Scripps-Chula Vista Hospital Scripps Clinic-Green Hospital Scripps-Encinitas Hospital Scripps-La Jolla Hospital Sharp-Chula Vista Medical Center Sharp-Coronado Hospital Sharp-Grossmont Hospital Sharp-Mary Birch Hospital for Women Sharp Memorial Hospital Tri-City Medical Center UCSD Medical Center - Hillcrest UCSD Thornton Hospital - La Jolla University Community Medical Ctr.	Alvarado Hospital & Medical Center Children's Hospital & Health Center Fallbrook Hospital Mercy Hospital & Medical Center Palomar Medical Center Paradise Valley Hospital Pomerado Hospital Scripps-Chula Vista Hospital Scripps Clinic-Green Hospital Scripps-Encinitas Hospital Scripps-La Jolla Hospital Scripps-La Jolla Hospital Sharp-Chula Vista Medical Center Sharp-Coronado Hospital Sharp-Grossmont Hospital Sharp-Mary Birch Hospital for Women Sharp Memorial Hospital Tri-City Medical Center UCSD Medical Center - Hillcrest UCSD Thornton Hospital - La Jolla University Community Medical Ctr.	Kaiser Hospitals	Children's Hospital & Health Center Fallbrook Hospital Palomar Medical Center Paradise Valley Hospital Pomerado Hospital Sharp-Chula Vista Medical Center Sharp-Coronado Hospital Sharp-Grossmont Hospital Sharp-Mary Birch Hospital for Women Sharp Memorial Hospital Tri-City Medical Center University Community Medical Ctr.	Alvarado Hospital & Medical Center Children's Hospital & Health Center Fallbrook Hospital Mercy Hospital & Medical Center Palomar Medical Center Paradise Valley Hospital Pomerado Hospital Scripps-Chula Vista Hospital Scripps Clinic-Green Hospital Scripps-Encinitas Hospital Scripps-La Jolla Hospital Sharp-Chula Vista Medical Center Sharp-Coronado Hospital Sharp-Grossmont Hospital Sharp-Mary Birch Hospital for Women Sharp Memorial Hospital Tri-City Medical Center UCSD Medical Center - Hillcrest UCSD Thornton Hospital - La Jolla University Community Medical Ctr.
Doctors you can choose	Call Member Services 1 (800) 407-4627	Call Member Services 1 (800) 224-7766	Call Member Services 1 (800) 675-6110 or go to www.healthnet.com	Call Member Services 1 (800) 777-5131	Call Member Services 1 (800) 359-2002	Call Member Services 1 (800) 635-6668
Urgent Care Centers	Call your provider during business hours. After hours, call 1 (800) 224-0336.	Call your provider during business hours. After hours, call 1 (800) 647-6966.	Call your provider during business hours. After hours, call 1 (800) 675-6110.	Call your provider during business hours. After hours, call 1 (800) 290-5000.	Call your provider during business hours. After hours, call 1 (800) 359-2002.	Call your provider during business hours. After hours, call 1 (800) 635-6668.
Pharmacies	Over 375 pharmacies countywide, including Rite Aid, Longs, Sav-On, Wal-Mart, Vons and independent neighborhood pharmacies. Many offer home delivery and some are open 24 hours. Call Customer Care Center at 1 (800) 407-4627.	290 locations, including Longs, Sav-On, Vons, K-Mart, Wal-Mart, Rite Aid and independent pharmacies. Thirteen are open 24 hours and 105 make deliveries. Call Member Services at 1 (800) 224-7766.	Over 435 pharmacies including Rite Aid, Sav- On, Vons, Longs, K-Mart, Wal-Mart, Albertson's, Children's Hospital Pharmacy, UCSD Medical Center Pharmacy, Sharp Rees- Stealy Pharmacy, Med-Rx, Alpine Pharmacy, Costco, Ralph's, Walgreens, Vista Clinic Pharmacy, NCHS San Marcos Health Center, White Cross, Leo's Pharmacy.	There is a pharmacy at every Kaiser Permanente location: San Diego, Bonita, Carlsbad, Clairemont, Eastlake, El Cajon, Escondido, La Mesa, Mission Bay, Otay Mesa, Point Loma, Rancho Bernardo, San Marcos and Vista. Call Member Services at 1 (800) 464-4000.	Over 400 pharmacies, including Rite-Aid, Sav- On, Longs and Vons, plus many countywide independent neighborhood pharmacies. 20 are open 24 hours, and many offer home delivery. Call Member Services at 1 (800) 359-2002.	Over 400 chain & independent pharmacies including Sav-On, Rite Aid, Vons, Longs, K- Mart, Wal-Mart, Albertson's, Target, Costco, Children's Hospital Pharmacy, Sharp Rees- Stealy Pharmacy, UCSD Medical Center Pharmacy and Med Rx. Many offer home delivery and are open 24 hours. Call Member Services at 1 (800) 635-6668.
Vision Plan	Yes, Vision Service Plan at 1 (800) 877-7195.	Yes, Vision Service Plan at 1 (800) 877-7195.	Yes, Health Net Dental and Vision, 1 (800) 443-4994.	Yes, Vision Plan at 1 (800) 290-5000.	Yes, Vision Service Plan at 1 (800) 877-7195.	Yes, available through a network of contracted vision care providers. Call 1 (800) 635-6668 for a list.
Assistance with public transportation	Call Customer Care Center at 1 (800) 407-4627 for bus, trolley or other transportation assistance to medical appoint- ments.	Call 1 (800) 224-7766 for bus and trolley tokens for medical appointments.	Bus and trolley tokens provided for medical appointments. Call 1 (619) 521-4970.	Yes, written directions to Kaiser sites by car and bus are available. Call 1 (800) 464-4000.	Yes, including bus and trolley tokens for medical appointments. Call 1 (800) 359-2002.	Yes, including bus and trolley tokens for medical appointments. Call 1 (800) 635-6668.
Health Education	Health education classes, community events, written materials, audio library, and member newsletters. Call Customer Care at 1 (800) 407-4627.	Over 16 topics offered in English, Spanish and Vietnamese. Call the Staying Healthy Info Line at 1 (619) 498-6567.	Health education classes, community events, internet and telephone library, member newsletter, and written materials. Call 1 (800) 804-6074 or go to www.healthnet.com.	Yes, at Kaiser provider locations. Call Member Services at 1 (619) 641-4194.	Sharp and Children's Hospital offer health education classes, community events, written materials, telephone library, internet library and member newsletters. Call Member Services at 1 (800) 359-2002.	Yes. For more information on classes and written materials, please call 1 (800) 635-6668.
Interpreter Services	Spanish, Vietnamese, Arabic and other languages are available. Call Customer Care at 1 (800) 407-4627.	Spanish, Vietnamese, & Tagalog. Other languages available through Member Services at 1 (800) 224-7766.	Spanish, Vietnamese, Tagalog & Farsi. Additional languages available through Member Services at 1 (800) 675-6110. Help Line for hearing impaired, 1 (800) 995-0852.	Contact 1 (800) 464-4000 for Interpreter Services. TTY information for hearing impaired; call 1 (619) 528-5138.	Spanish, Vietnamese & Tagalog. Other languages available. Call Member Services 1 (800) 359-2002.	Spanish & Vietnamese. Additional languages available through Member Services at 1 (800) 635-6668.
Medical Advice Line	1 (800) 224-0336 Nurse Advice Line	1 (800) 647-6966 Telephone Advice Nurse	1 (800) 675-6110 Telephone Advice Nurse	1 (800) 290-5000	1 (800) 359-2002 Nurse Advice Line	1 (800) 635-6668 Nurse Advice Line

..... Please make sure that the Health Plan you select has providers in your area. See the Health Plan's provider directory.

Medi-Cal benefits can now be provided under a Medi-Cal Health Plan. All Medi-Cal health plans offer these standard benefits:

- Check-ups for children
- Emergency services
- Family planning
- Hospital services
- Immunizations (shots)
- Laboratory services
- Maternity and newborn care
- Physicals for adults
- Physical therapy
- Most prescription drugs
- Routine eye exams
- Transportation assistance
- Visits to the doctor when you are sick
- X-ray/imaging
- Nursing home care

Member Services

Every Medi-Cal Health Plan has a Member Services telephone number for the following services:

- To help you choose or change your Primary Care Physician
- To change your address or phone number
- For questions about your benefits or where services are available
- For complaints or grievances
- For assistance with public transportation

What Things Stay the Same?

When you choose a Medi-Cal Health Plan, your Medi-Cal benefits stay the same. These benefits include:

- **Emergency Services** (you can get help at any hospital in a “real” emergency)
- **Family Planning Services**
You always can get family planning services from **ANY** family planning provider accepting Medi-Cal.*
- **Indian Health Centers**
American Indians and Alaskan natives can always get services through any Indian Health Center.*
- **Dental Services:**
Your BIC is good at any Medi-Cal dentist. Call **DENTI-CAL** at **1-800-322-6384** to find a Medi-Cal dentist.
- **Well Child Check-Ups (CHDP).** Call (619) 692-8428.

**Services do not require prior approval.*

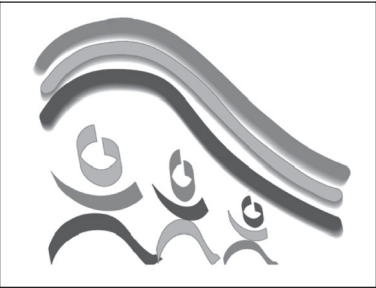
What If There Is an Emergency?

An emergency is an injury or illness that could lead to your death or cause permanent damage to your health. If you or someone in your family has an emergency, you should:

- Call your doctor, *OR*
- Go to the nearest emergency room, *OR*
- Call 911

What about Mental Health Services?

You can get mental health services in two ways. Call your health plan doctor, or call the Access Line at 1 (800) 479-3339.



Medi-Cal Health Care Options
in San Diego County

This material is being provided to help you better understand your choices. It is not an endorsement of any specific Medi-Cal Health Plan.

Welcome to Medi-Cal Managed Care.

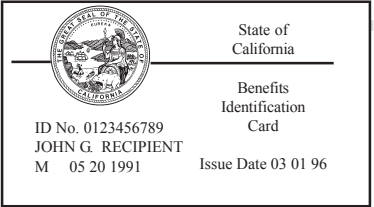
Your Medi-Cal benefits can now be provided by a Medi-Cal Health Plan. A Medi-Cal Health Plan gives you access to a network of doctors, clinics, specialists, pharmacies and hospitals.

How Does Managed Care Work?

Each Medi-Cal Health Plan has a list of primary care providers you can choose from. If you have a doctor now, you will need to find out if that doctor belongs to a Medi-Cal Health Plan. Your primary care provider will be responsible for managing your overall health care needs and referring you to other doctors if needed.

Who Can Join a Medi-Cal Health Plan?

Anyone who is on Medi-Cal, lives in San Diego County, and has a qualifying aid code gets Medi-Cal Health Plan coverage. This chart and an enrollment packet are provided to all persons who, like you, qualify based on their current aid code(s). Use the information in the chart inside and the enrollment packet to examine your health plan choices. To order an enrollment package or for assistance in filling out a choice form, call **1-800-430-4263**. Translators are available. The TDD Line for the hearing impaired is **1-800-430-7077**. There is no charge to join a health plan.



Benefits Identification Card (BIC)

Choosing a Medi-Cal Health Plan

If you already have a doctor, check the provider directory to see if he/she works with a Medi-Cal Health Plan. Then ask these questions when you compare the health plans:

- Can I keep the same doctor if I already have one?
- Will it be easy to get to the doctor?

The answers to these questions can help you decide which Medi-Cal Health Plan is best for you. If you do not find the answers, you can call the health plan member services hotline to get the information you need.

